



Payment and cancellation terms for tourist services at Mefjord Brygge AS

Most of our guests book holiday long time in advance, therefore we are not able to cancel bookings at short notice.

No deposit is needed at the time the reservation is made.

1) Orders

Orders are binding for both parties from the point in time they are confirmed. We will take our utmost effort to provide services according to the details of reservation. Customer satisfaction is our priority.

2) Payment

We expect 100% payment within:

- 3 months before the arrival date for fishing tourists (accommodation & boats)
- 1 month before the arrival date for ACCOMMODATION & ACTIVITY PACKAGES
- Payment on the spot is possible for short-stay accommodation (agreed individually and with respect to our cancellation policy). We allow 7 days free-of-charge cancellation for single night bookings

Unless other agreements have been made in advance, the payments are final and non-refundable.

If the order is made within the required payment date, the entire invoice amount shall be paid within 7 days after receiving confirmation.

We reserve the right to cancel reservations that are not paid in due course.

Once a payment is made any changes to the reservation are allowed at the discretion of management.

3) Cancellations

- a) Provided that there are at least 8 weeks (2 months) remaining before the agreed arrival date, the tenant can cancel the order within ten days of placing the order.
- b) The advance payment is refunded to the tenant with the deduction of a cancellation fee of NOK 500
- c) It is not possible to cancel within 8 weeks (2 months) days of arrival. The tenant must then pay the entire rental amount to Mefjord Brygge
- d) All cancellations must be made in writing (post or email)

4) Insurance of cancellation

- a) Tenants must themselves arrange travel insurance that will cover any illness or other circumstances over which the tenant has no control and which make it impossible to make use of the product that has been ordered

5) Changes to orders

- a) Provided that there are at least 8 weeks (2 months) remaining before arrival, the tenant has the right to change the order. Changes cannot lead to a lower rental amount and the change must be in the same year within the confirmed availability of resources.
- 6) **Arrival and departure times**
 - a) Arrival time is 14.00 and departure time is 10.00 unless otherwise stated on the travel documents.
 - b) If arrival or departure should occur between 23.00 and 07.00, the tenant may be requested to pay an after-hours fee of NOK 600
- 7) **The tenant's responsibility**
 - a) The tenant undertakes to remedy any damage that may occur to the property, the accommodation and its contents, boats, engines, tools etc
 - b) The tenant is also responsible for any such damage that may be caused by persons who are part of the rental arrangement or who the tenant in any other way allows access to the properties
- 8) **For fishing tourists**
 - a) A deposit for house & boat will be required on arrival
 - b) We cannot take any responsibility for days when it is not safe to fish due to bad weather conditions. We don't offer any refunds if on certain days boat cannot be used
 - c) Once the tenant has returned the housing unit and the boat in the agreed condition, the deposit will be returned to the tenant
- 9) **Complaints**
 - a) Any complaints must be made immediately to Mefjord Brygge, or to the person listed as contact person.
 - b) If the matter cannot be solved immediately, a written complaint must be sent to Mefjord Brygge at latest 14 days after the conclusion of the rental period. Mefjord Brygge undertakes to reply to the tenant within six weeks of receiving the complaint

We **do not allow** any pets to stay in any of the accommodation types, as courtesy to our guests, all our rooms are allergy free.

Please note that all our rooms and apartments are smoke-free and smoking will result in a strictly enforceable fine of minimum NOK 9000,-

**THESE GUIDELINES ARE BINDING UNLESS DIFFERENT
INDIVIDUAL AGREEMENTS HAVE BEEN MADE IN WRITING**

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